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ATTORNEYS
OHIO · KENTUCKY · INDIANA · TENNESSEE

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Andrew B. Ulmer
513.369-4811
aulmer@fbtllaw.com

December 8, 2005

VIA FACSIMILE (571) 273-8300

Commissioner for Patents
Alexandria, VA 22313-1450

Re: Application: 09/944,836
Filed: 08/31/2001
Inventors: Burgin, et al.
For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT
Atty Ref.: 1160215-0531072

Dear Sir:

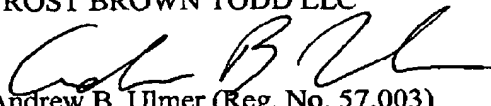
Enclosed for filing are the following papers for the above-referenced patent application:

1. Information Disclosure Statement (IDS); and
 2. Copies of non-patent references cited in IDS.
- (35 pages total, including this page)

Pursuant to 37 CFR 1.97(b)(4), no IDS fee is believed due. The Commissioner is hereby authorized to charge payment of any fees associated with this communication, including any necessary extension fees, or credit any overpayment, to Deposit Account No. 06-2226.

Respectfully submitted,

FROST BROWN TODD LLC


Andrew B. Ulmer (Reg. No. 57,003)

Certificate of Transmission

I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office (Fax No. (571) 273-8300) on this 8th day of December, 2005.


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PATENTS

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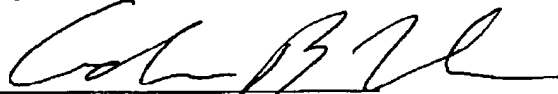
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|--------------|---|------------|-----------------|
| Application: | 09/944,836 | Examiner: | Tran, Mylinh |
| Filed: | 08/31/2001 | Art Unit: | 2179 |
| Inventor: | Burgin, et al. | Atty Ref.: | 1160215-0531072 |
| Title: | SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT | | |

INFORMATION DISCLOSURE STATEMENT

In accordance with 37 CFR 1.97 and 1.98 Applicant herewith submits certain information that the Patent & Trademark Office may wish to consider in examining the above-identified application. The information is listed on the attached PTO/SB/08A and 08B. Copies of the information are also provided. Pursuant to MPEP 609.04(a) II, no copies are provided herewith of U.S. patents cited. Copies of foreign patents and non-patent literature are provided herewith. Please treat all information as prior art until it is proved otherwise. No representation is made or intended that a prior art search has been made, that better information is available, or that the information qualifies as prior art or is material to patentability.

The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 06-2226.

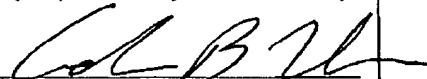
Respectfully Submitted,



Andrew B. Ulmer (Reg. No. 57,003)
FROST BROWN TODD LLC
2200 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202
(513) 369-4811

Certificate of Transmission

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Andrew B. Ulmer

PTO/SB/08A and 08B (modified)

Substitute for Form 1449B/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

Sheet 1 of 1

Complete if Known

| | |
|----------------------------|-----------------|
| Application Number | 09/944,836 |
| Filing Date | 08/31/2001 |
| First Inventor | Burgin, et al. |
| Art Unit | 2179 |
| Examiner Name | Tran, Mylinh T. |
| Attorney Docket No. | 1160215-0531072 |

U.S. PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Document Number Number - Kind Code ² (if known) | Publication Date MM-DD-YYYY | Name of Patentee or Applicant | Pages, columns, lines where relevant passages or relevant figures appear |
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| | | US 6,259,445 | 07-2001 | Hennum et al. | |
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FOREIGN PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Foreign Patent Document Country Code ³ - Number ⁴ - Kind Code ⁵ (if known) | Publication Date MM-DD-YYYY | Name of Patentee or Applicant | Pages, columns, lines where relevant passages or relevant figures appear | T ⁶ |
|--------------------|-----------------------|---|--------------------------------|-------------------------------|--|----------------|
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OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published. | T ⁶ |
|--------------------|-----------------------|---|----------------|
| | | Office Action dated 07/08/2005 for U.S. Application Serial No. 09/944,676, filed 08/31/2001 | |
| | | Office Action dated 03/14/2005 for U.S. Application Serial No. 09/944,676, filed 08/31/2001 | |
| | | Office Action dated 08/19/2004 for U.S. Application Serial No. 09/944,676, filed 08/31/2001 | |
| | | Office Action dated 05/14/2003 for U.S. Application Serial No. 09/944,676, filed 08/31/2001 | |

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional).

² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04.

³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

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| Examiner Signature | | Date Considered | |
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